

II. General Information

Project Name: East Bay Flood Protection - Pleasant Hill

Project Location: Pleasant Hill County: Contra Costa

Name and address of sponsoring agency or non-profit organization: _____
Contra Costa County Flood Control District, 255 Glacier Drive, Martinez, CA 94553-
2333

Name of Project Manager (contact): Kevin Emigh, Sr. Engineer

Phone Number: 925-313-2233 E-mail Address: kemigh@pw.co.contra-costa.ca.us

Grant Request Amount: \$1,500,000

Project Objective(s): Briefly describe your project and explain how it will advance FPCP goals. Please also include a detailed map of the immediate project site and another that shows its location within your geographical area.

The project will be for the acquisition of land in Pleasant Hill to reduce flood damages, restore wetlands and riparian habitat In Grayson and Murderer's Creeks and provide recreation along the creeks and to use flood detention basins for multiple recreation uses. This phase of the project will initiate efforts to eliminate the potential for flood damage to 1,800 structures. We will advance the FPCP goals by the protection, creation, and enhancement of flood protection corridors in the East Bay Area – Pleasant Hill.

 Project Manager

 Title

 Date

III. Minimum Qualifications

Project proposals that do not meet the minimum qualifications will not be accepted.

- A. ☐ The project proposes to use any granted funds for protection, creation, and enhancement of flood protection corridors *[Water Code Section 79037(b)]*.
- B. ☐ A local public agency, a non-profit organization, or a joint venture of local public agencies, non-profit organizations, or both proposes the project *[Water Code Section 79037(a)]*.
- C. ☐ The project will use the California Conservation Corps or a community conservation corps whenever feasible *[Water Code Section 79038(b)]*.
- D. ☐ If it is proposed to acquire property in fee to protect or enhance flood protection corridors and floodplains while preserving or enhancing agricultural use, the proponent has considered and documented all practical alternatives to acquisition of fee interest *[Water Code Section 79039(a)]*.
- E. ☐ Holders of property interests proposed to be acquired are willing to sell them *[Water Code Section 79040]*.
- F. ☐ If it is proposed to acquire property interests, the proposal describes how a plan will be developed that evaluates and minimizes the impact on adjacent landowners prior to such acquisition and evaluates the impact on the following *[Water Code Section 79041]*:
 - ▶ Floodwaters including water surface elevations and flow velocities
 - ▶ The structural integrity of affected levees
 - ▶ Diversion facilities
 - ▶ Customary agricultural husbandry practices
 - ▶ Timber extraction operations

The proposal must also describe maintenance required for a) the acquired property, b) any facilities that are to be constructed or altered.

- G. ☐ The project site is located at least partially in one of the following:
 1. A Federal Emergency Management Agency (FEMA) Special Flood Hazard Area (SFHA), or
 2. An area that would be inundated if the project were completed and an adjacent FEMA SFHA were inundated, or

3. A FEMA SFHA, which is determined by using the detailed methods identified in FEMA Publication 37, published in January 1995, titled "Flood Insurance Study Guidelines and Specifications for Study Contractors", or
4. A floodplain designated by The Reclamation Board under Water Code Section 8402(f) [*Title 23, California Code of Regulations, Division 2, Section 497.5(a)*], or a
5. Locally designated Flood Hazard Area, with credible hydrologic data to support designation of at least one in 100 annual probability of flood risk. This is applicable to locations without levees, or where existing levees can be set back, breached, or removed. In the latter case, levee setbacks, removal, or breaching to allow inundation of the floodplain should be part of the project.

IV. (340 points) Flood Protection Benefits

A. Existing and potential urban development in the floodplain (50)

1. Describe the existing and potential urban development at the site and the nature of the flood risk.

The Area is completely urbanized and consists of residential, light industrial and school properties. The Pleasant Hill Area is almost entirely developed, with only 350 acres out of 3,856 total acres vacant. The property to be purchased is virtually an island of undeveloped land within this heavily developed area. It is estimated that there are 1,800 damageable structures within the 100-year floodplain. As a result of urbanization, much of the area is experiencing flood and storm water management problems. The development in the area is basically at its maximum. Water has been in classrooms of Pleasant Hill Elementary and Middle Schools every other year.

The nature of the flood risk is creek over flows caused by 10- and 100-year flows on Murderer's Creek at Oak Park of 630-cfs and 1,320-cfs, respectively. Flows on Grayson Creek at Eccleston Road are 530-cfs and 1,100-cfs, respectively.

2. How often has flooding occurred historically?

Extensive flooding occurs as the creek over flows its banks every 5 years.

3. Discuss the importance of improving the flood protection at this location. Include the number of people and structures that are affected by the flood hazard, and the flood impacts to highways and roads, railroads, airports and other infrastructure, and agriculture.

The importance of protection at this area is for elimination of property damage, accessibility to schools, homes and businesses, associated health risks, avoidance of road surface deterioration, stream bank and riparian corridor protection and infrastructure impacts.

The number of people in the area impacted is approximately 2200. Based on the 1992 Walnut Creek, California, Feasibility Study, the average annual damages are \$705,000 for 425 damageable structures. A recent flood plain reevaluation by the City of Pleasant Hill identified 1,800 damageable structures in the 100-year flood plain.

B. Flood damage reduction benefits of the project (100)

1. Does the proposed project provide for transitory storage of floodwaters? What is the total community need for transitory storage related to this watercourse and what percentage of the total need does this project satisfy? What is the volume of water and how long is it detained?

Yes - A detention basin will be constructed after acquisition of the land. It will satisfy 100% of the need and store 125-acre feet of water. The water will be detained for less than 24 hrs.

2. Describe any structural and non-structural flood damage reduction elements of the project. (Examples of structural elements are levees, weirs, detention/retention basins, rock slope-protection, etc. Examples of non-structural elements are acquisition of property for open space, acquisition of land for flood flow easements, transitory storage, relocation of structures and other flood prone development, elevating flood prone structures, flood proofing structures, etc.)

The plan is to construct a 40 to 60 acre-feet detention basin. The basin would be approximately 15 feet below grade with 3:1 side slopes. The basin will have an 8-foot diameter outlet structure. Acquisition is required to develop the basin and widen the creek to increase flow capacity in lieu of an inlet structure. The non-structural would be property acquisition for the basin.

3. By what methods and by how much dollar value will the project decrease expected average annual flood damages?

The methods employed will be installation of a basin and creek widening at the basin to allow for inflows from the creek. With this plan, we will eliminate annual flood damages of \$1,244,000 (1992 dollars).

4. How does the project affect the hydrologic and hydraulic conditions at the project site and adjacent properties?

Flows will be detained in a manner that will allow for natural flows in the watershed but flows will be controlled as the stream enters the developed areas by use of the detention ponds. Flood flows will be reduced at the ponds while maintaining natural flows within the streams system.

- a) Will the project reduce the magnitude of a flood flow, which could cause property damage and/or loss of life?

Yes - they will be eliminated. Stream has capacity for 25-year flow. All excess flows will go into basin in order to maintain flows within the stream channel.

- b) What are the effects of the project on water surface elevations during a flood event which could cause property damage and/or loss of life?

The project will eliminate water surface elevations that have caused extensive damage. Water will not overtop the banks of the existing creek.

- c) How are flow velocities impacted by the project during a flood flow which could cause property damage and/or loss of life?

The nature of the flood risk is creek over flows caused by 10- and 100-year flows on Murderer's Creek at Oak Park of 630-cfs and 1,320-cfs, respectively. Flows on Grayson Creek at Eccleston Road are 530-cfs and 1,100-cfs, respectively.

Flow velocities will be the same but water quantity will be detained in the basin and controlled flows will be maintained downstream from the detention pond to avoid flooding.

C. Restoration of natural processes (60)

1. Describe how any natural channel processes will be restored (for example: for channel meander, sediment transport, inundation of historic floodplain, etc.) and describe how these natural processes will affect flood management and adjacent properties.

The problems will be solved by not altering the riparian corridor. We will not disturb the stream corridor other than vegetative enhancements in the immediate area required for the detention basin.

2. Describe any upstream or downstream hydraulic or other effects (such as bank erosion or scour, sediment transport, growth inducement, etc.).

By controlling the stream velocities, we will reduce bank erosion, and provide some soil stabilization in the downstream corridor. Stream will maintain current hydraulic state.

3. If the project includes channel modification or bank protection work, will riprap or dredging be part of the design? If so, provide an analysis of potential benefits and impacts.

There will be no modifications

D. Project effects on the local community (60)

1. How will the project impact future flooding on and off this site?

Flooding will be eliminated.

2. How will the project affect emergency evacuation routes or emergency services and demands for emergency services?

Emergency services will be able to readily access the needs in this urban setting with no restrictions.

3. Explain how the project will comply with the local community floodplain management ordinance and the floodplain management criteria specified in the Federal Emergency Management Agency's National Flood Insurance Program (FEMA's NFIP).

The project will comply and receive a high community rating from FEMA.

E. Value of improvements protected (70)

1. What is the assessed value of structural improvements that will be protected by the project?

Considering 750 homes, it is estimated that the assessed value is between \$200,000,000 and \$300,000,000, based on home values of between \$300,000 and \$400,000

The depreciated replacement value of structures and contents in a 200-year flood plain is \$89.3 million.

2. What is the estimated replacement value of any flood control facilities or structures protected by the project?

Yet to be determined.

V. (340 points) Wildlife and Agricultural Land Conservation Benefits

Proponent should provide a statement of the relative importance of the project's wildlife and agricultural land conservation benefits. DWR will use the statement and all other project materials to assign a fraction of the total benefits to each type (wildlife (F_w) or agricultural land conservation (F_a)) so that the fractions total unity. Actual points scored for each type of resource will be multiplied by the respective fraction for each resource, and the wildlife and agricultural scores resulting for each type of resource will be added together.

A. (340x F_w points) Wildlife Benefits

Habitat values refer to the ecological value and significance of the habitat features at this location that presently occur, have occurred historically, or will occur after restoration.

Viability refers to the site's ability, after restoration if necessary, to remain ecologically viable with minimal on-site management over the long-term, and to be able to recover from any natural catastrophic disturbances (fire, floods, etc.).

A1. Importance of the site to regional ecology (70)

1. Describe any habitat linkages, ecotones, corridors, or other buffer zones within or adjacent to the site. How are these affected by the project?

EBMUD has a 100-foot wide corridor with a bike path adjacent to the creek. This corridor has habitat linkages and acts as a green belt/wildlife corridor. The creek acts as a natural habitat corridor. These will not be affected by the project.

2. Is the site adjacent to any existing conservation areas?

No

3. Describe any plans for aquatic restoration resulting in in-stream benefits.

Part of the plan will be exploring opportunities for habitat enhancements along the streams. It is anticipated that the project will not have adverse impacts to the riparian/stream corridor.

4. Discuss any natural landscapes within the site that support representative examples of important, landscape-scale ecological functions (flooding, fire, sand transport, sediment trapping, etc.)?

The stream acts as some protection from sediment transport through riparian functions.

A2. Diversity of species and habitat types (70)

1. Does the site possess any:
 - i. areas of unique ecological and/or biological diversity?
 - ii. vegetative complexity either horizontally or vertically?

Yes. Wetlands and riparian forest occupy the space between residential backyards and the creek channel. Cattails and rushes dominate the wetlands, while the riparian areas include valley oak, arroyo willow, and creeping wild rye grass. A number of wetland and riparian weeds have invaded the site including giant reed, pepper weed and bermuda grass. These wetlands support a wide variety of wildlife common to urban areas including nesting birds, raptors, raccoons, possums, feral cats, mule deer, pacific chorus frogs and bull frogs. Please note the species listed in Table I.

2. Describe habitat components including year-round availability of water, adequate nesting/denning areas, food sources, etc.

Prior to the urban sprawl in the Walnut Creek Area, the area was mostly Oak Forest and grasslands. These vegetative types are still present along the creek corridor and provide habitats for the wildlife and vegetation mention above.

- 3 Describe any superior representative examples of specific species or habitats.

Listed and sensitive species potentially present near the project site are shown in Table 1.

3. Does the site contain a high number of species and habitat types? List and describe.

It has not been determined if high numbers occur in the area.

5. Does the site contain populations of native species that exhibit important subspecies or genetic varieties historically present prior to European immigration?

Please see next question.

A3. Ecological importance of species and habitat types (100)

1. Discuss the significance of habitat types at this location and include any local, regional, or statewide benefits received by preserving or improving the area.

Four listed species may potentially occur in the project area. Western pond turtle (*Clemmys marmorata*), a state species of concern, is the most likely to occur along these reaches of Grayson and Murderer's Creeks. Western pond turtle tolerates urbanization well and could reside within the project area. No formal studies or surveys have been conducted. The red-legged frog (*Rana aurora draytonii*) is a federally listed threatened species. The red-legged frog does not tolerate urbanization well and would likely only be found as a migrant. Portions of the upper reaches of the Grayson Creek watershed are in protected park land and could have quality red legged habitat from which red legged frogs could disperse.

2. Does the site contain any significant wintering, breeding, or nesting areas? Does it fall within any established migratory corridors? What is the level of significance? How are these affected by the project?

In addition to the listed species discussed above, the riparian forest adjacent to the stretches of Grayson and Murderer's Creeks are also nesting habitat for a number of migratory birds and raptors covered under the Migratory Bird Treaty Act. No studies or surveys have been conducted yet to determine the extent of nesting activity within the trees that may be affected. The project will not cause detrimental impacts to the wildlife.

3. Describe any existing habitats that support any sensitive, rare, "keystone" or declining species with known highly restricted distributions in the region or state. Does the site contain any designated critical habitat? How are these affected by the project?

The riparian corridor is typical of Oak/Woodlands with numerous wetland areas located along the corridor. When considering the following species, the habitat could be considered critical for their life cycles.

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in protected park land and could have quality red legged habitat from which red legged frogs could disperse.

4. What is the amount of shaded riverine aquatic (SRA) and riparian habitat to be developed, restored, or preserved?

Most likely the area adjacent to the basin will be restored and amounts to approximately 400+/- feet of creek side re-vegetation.

A4. Public benefits accrued from expected habitat improvements (60)

1. Describe present public use/access, if any. For instance, does or will the public have access for the purpose of wildlife viewing, hunting, fishing, photography, picnics, etc.

Present public use is along the East Bay Municipal Utility District corridor. Hikers and bicyclists utilize this corridor and can view adjacent flora and fauna. The detention basin will also provide for a multiple of recreational uses such as soccer, football, softball and open field sports.

2. Discuss areas on the site that are critical for successfully implementing landscape or regional conservation plans. How will the project help to successfully implement the plans?

The site will be cleared for construction of a detention pond. The pond will be seeded with grass types suitable for open field sports.

The plan calls for ecosystem restoration, adjacent to the basin, as needed, next to the stream. The intent is to revegetate/preserve vegetation along creeks and maintain nature viewing from trails along creeks.

In relation to the open field development, construction of the basin will be two-fold; a) basin volume and size will be engineered for adequate water retention and public use, b) grading will be appropriate for open field sports.

3. Describe the surrounding vicinity. Include the presence or absence of large urban areas, rapidly developing areas, and adjacent disturbed areas with non-native vegetation and other anthropogenic features. Do any surrounding areas detract from habitat values on the site?

The immediate area intended for the detention basin is property owned by the Mount Diablo Unified School District and Contra Costa County. The surrounding vicinity is primarily

residential. There are four cities within the sphere of influence. These include Walnut Creek, Lafayette, Pleasant Hill and Concord. The surrounding areas impact but do not detract from habitat values.

4. Describe compatibility with adjacent land uses.

The compatibility is contiguous with the riparian corridor and the former abandoned Oak Park Elementary School. The site is currently in a non-use state.

A5. Viability/sustainability of habitat improvements (40)

1. Describe any future operation, maintenance and monitoring activities planned for the site. How would these activities affect habitat values?

If the site is used as a. There will be park-related maintenance such as litter pick up and lawn mowing. There will also be flood control related maintenance such as de-silting, pipe cleaning and channel clearing)

The detention basin will have a dual use as a park and recreation facility. There will be park related maintenance such as litter pick up and lawn mowing. There will also be flood control related maintenance such as de-silting, pipe cleaning and channel clearing.

Native vegetation plantings will remain untouched thus habitat value increased through natural processes.

2. Does the site contain large areas of native vegetation or is it adjacent to large protected natural areas or other natural landscapes (for example, a large stand of blue-oak woodland adjacent to public land)?

No

3. Is the watershed upstream of the site relatively undisturbed or undeveloped and likely to remain so into the foreseeable future? Describe its condition.

The watershed is basically surrounded by urbanization.

4. Describe any populations of native species or stands of native habitats that show representative environmental settings, such as soil, elevations, geographic extremes, or climatic conditions (for example, the wettest or most northerly location of a species within the state.)

This will be disclosed as the project unfolds. At this time, we do not feel there are significant environmental setting.

B. (340x F_a points) Agricultural Land Conservation Benefits

B1. Potential productivity of the site as farmland (120)

1. Describe the quality of the agricultural land based on land capability, farmland mapping and monitoring program definitions, productivity indices, and other soil, climate and vegetative factors.

There is no farming in this area. This section will not apply.

2. Are projected agricultural practices compatible with water availability?
3. Does the site come with riparian, mineral, and/or development rights?
4. Is the site large enough to sustain future commercial agricultural production?
5. Does the site contain any adverse or beneficial deed restrictions affecting agricultural land conservation?
6. Describe the present type of agricultural use including the level of production in relation to the site's productivity potential. What is the condition of the existing infrastructure that supports agriculture uses?

B2. Farming practices and commercial viability (40)

1. Does the area possess necessary market infrastructure and agricultural support services?
2. Are surrounding parcels compatible with commercial agricultural production?
3. Is there local government economic support in place for agricultural enterprises including water policies, public education, marketing support, and consumer and recreational incentives?
4. Describe any present or planned future environmentally friendly farm practices (no till, erosion control, wetlands avoidance, eco-friendly chemicals, recycling wastes, water conservation, biological pest control).

B3. Need and urgency for farmland preservation measures (70)

1. Is the project site under a Williamson Act contract?
2. Describe the surrounding vicinity. Include the presence or absence of large urban areas, rapidly developing areas, low density ranchette communities, and adjacent disturbed areas with non-native vegetation and other human-induced features. Do any surrounding areas detract from agricultural values on the site?

3. What types of conversion or development are likely on neighboring parcels? What are the land uses of nearby parcels? Describe the effects, if any, of this project to neighboring farming operations or other neighboring land uses.
4. Describe the relationship between the project site and any applicable sphere of influence.
5. Is the agricultural land use on the project site consistent with the local General Plan? Does the General Plan demonstrate commitment to long-term agricultural conservation?

B4. Compatibility of project with local government planning (50)

1. Is the agricultural land use on the project site consistent with the local General Plan? Does the General Plan demonstrate commitment to long-term agricultural conservation?
2. What is the present zoning and is the parcel developable?

The parcel in question is zoned Planned Unit Development (PUD))

3. Is there an effective right to farm ordinance in place?
4. Is the project description consistent with the policies of the Local Agency Formation Commission?
5. Will the project as proposed impact the present tax base?

B5. Quality of agricultural conservation measures in the project (50)

1. For agriculture lands proposed for conservation, describe any additional site features to be conserved that meet multiple natural resource conservation objectives, including wetland protection, wildlife habitat conservation, and scenic open space preservation where the conservation of each additional site feature does not restrict potential farming activities on the agriculture portions of the site.
2. What are the present biological/ecological values to wildlife? How are these values affected by the proposed project?
3. Is the project proponent working with any local agricultural conservancies or trusts?

4. Does conservation of this site support long-term private stewardship of agricultural land? How does this proposal demonstrate an innovative approach to agricultural land conservation?
5. Without conservation, is the land proposed for protection likely to be converted to non-agricultural use in the foreseeable future?

VI. (320 points) Miscellaneous Benefits and Quality of Proposal

A. Size of request, other contributions, number of persons benefiting, cost of grant per benefited person (40)

Estimated Total Project Cost	<u>\$10M</u>
Amount of FPCP Grant Funds Requested	<u>\$1.5M</u>
Amount of Local Funds Contributed	<u>\$8.5M</u>
Amount of In-kind Contributions	<u> </u>
Additional Funding Sources	<u> </u>

Number of persons expected to benefit 2200+
 Flood Protection Corridor Funds per person benefited.* \$682

(* Count as beneficiaries those receiving flood benefits, recreational users of habitat areas protected by the Project, and consumers of food products from agricultural areas conserved by the Project.)

B. Quality of effects on water supply or water quality (90)

1. Will water stored by the project provide for any conjunctive use, groundwater recharge, or water supply benefit?

Some ground water recharge is expected.

2. Does the project fence cattle out?

No

3. Does the project pass water over newly developed fresh water marsh?

No

4. Does the project trap sediments?

Yes

C. Quality of impact on underrepresented populations or historic or cultural resources (60)

1. Does the project benefit underrepresented populations? Explain.

Yes - All ethnic populations living in the area will benefit plus those attending and involved in recreation at the detention pond and along the riparian corridor.

2. Are historical or cultural resources impacted by the project? Explain.

No

D. Technical and fiscal capability of the project team (60)

1. Does the project require scientific or technical expertise, and if so, is it provided for in the grant proposal?

Yes - The City, Army Corp of Engineers and the Contra Costa Flood Control District will provide the required technical expertise.

2. Grant funds will be available in phases. What monitoring and reporting mechanisms are built into your administrative plan to track progress, initiation, and completion of successive phases?

The city will install and monitor stream flow gauges. We will establish a project flow chart with associated tasks, responsibilities and time frame for completion.

3. Please outline your team's management, fiscal and technical capability to effectively carry out your proposal. Mention any previous or ongoing grant management experience you have.

The District is housed within the Contra Costa County Public Works Department and is able to utilize the various other divisions for assistance and support. The Public Works Department has a Real Property Division, capable of handling all acquisitions, a Design Division to develop contract plans and specifications, a Construction Division to provide contract administration and inspection of the project in the field, an Environmental Section to process all required CEQA documents and an Accounting Division to accept, administer and allocate funds.

The City of Pleasant Hill is a major project partner and has retained the services of Church Water Consultants to assist them in their process with FEMA regarding this project and Mr. Church will also be available to assist in the ongoing analysis. The U.S. Army Corps of Engineers (ACOE) is currently performing a Feasibility Study on the project as well as determining federal interest in the project. They will be evaluating the project's hydrologic and hydraulic functions as part of their analysis. The District is the non-federal local sponsor in this process and all information will be shared data. The District will be a fifty percent shared participant in the process.

The District, on behalf of the County, is currently administering three other grant programs. One is a 219 grant from the Regional Water Quality Control Board for the Strentzel Lane Sediment Erosion Project, the second is a CALFED grant for the Lower Walnut Creek Restoration Project, and the third is a grant from EPA for the Knighten Water Quality project. In

addition, the District is project manager for five different ACOE projects throughout the County.

The City of Pleasant Hill has formed a Task Force that includes Contra Costa County, the City of Walnut Creek, the library, Mount Diablo Unified School District, Recreation and Park District, Army Corp of Engineers and the Flood Control District.

National Grant Services (NGS) has managed extensive stream restoration and watershed work utilizing State Bond Act funds. NGS will continue to be utilized.

E. Coordination and cooperation with other projects, partner agencies, and affected organizations and individuals (80)

1. List cost sharing and in-kind partners and any other stakeholders involved with your project and indicate the nature of their contribution, if any. Address the team's ability to leverage outside funds.

The partners include Contra Costa County Flood Control District, City of Pleasant Hill, Army Corp of Engineers, Mount Diablo Unified School District and Contra Costa County.

We will also apply for funds under the Urban Stream Restoration Grant Program through the state. National Grant Services will continue to solicit funds from state, federal and private sources.

2. Does your project overlap with or complement ongoing activities being carried out by others (such as CALFED, the Sacramento and San Joaquin River Basins Comprehensive Study, the Delta levee program, local floodplain management programs, the Reclamation Board's Designated Floodway program, or a multiple objective regional or watershed plan)? If so, indicate any coordination that has taken place to date or is scheduled to take place in the future.

This project will complement restoration actions taken and planned along Walnut, Alamo and Murderer's Creek. The Army Corp of Engineers has been involved in review and analysis of the entire Walnut Creek Watershed and we are anticipating their continued support (technically and financially) during the next three years.

3. Will this application, if approved, begin the next phase of a previously approved project or advance an ongoing project substantially toward completion?

Yes - The collaborative parties will commence actions for the detention basins.

4. Describe how the proposal demonstrates a coordinated approach among affected landowners, local governments, and nonprofit organizations. If other entities are affected, is there written support for the proposal and a willingness to cooperate?

The coordinated approach is with the residents of the impacted area, the ACOE, Mount Diablo Unified School District, City of Pleasant Hill, Contra Costa County and the Contra Costa County Flood Control District. All have been apprised of the project improvements and are anxious to see implementation.

Written support is readily available upon request.